

VideoMate
Network Media Centre
T1000W / 1000W / 1000
Troubleshooting Guide

Compro Technology, Inc.
www.comprousa.com

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When you are using the Network Media Centre, you may encounter various issues of setup, network, or playback. The following pages contain the list of troubleshooting procedures which should help you overcome any difficulties.

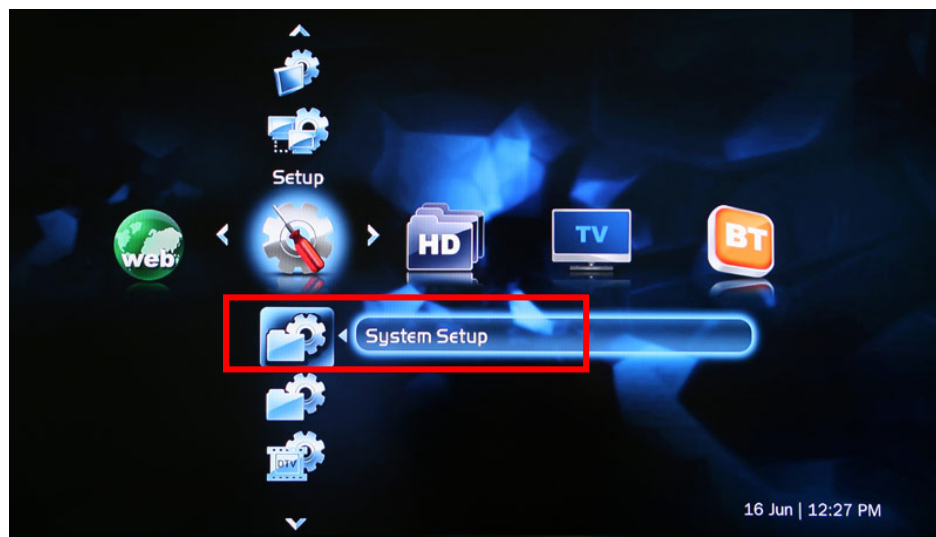
The guide is divided into three sections:

- System Setup
- Network
- Video/Audio/Photo Playback, TV, and Misc Issues.

Trouble with System Setup

1. How do I access the Wizard again?

Please go to "System Setup" in main menu, and then click the "run" button in the "Setup Wizard"



2. How do I setup shared folders on my PC?

You can setup up the share folder in your Windows XP or Vista system PC and then you can directly playback video/audio/photo contents from PC in Network Media Centre, please follow the steps below to setup share folder:

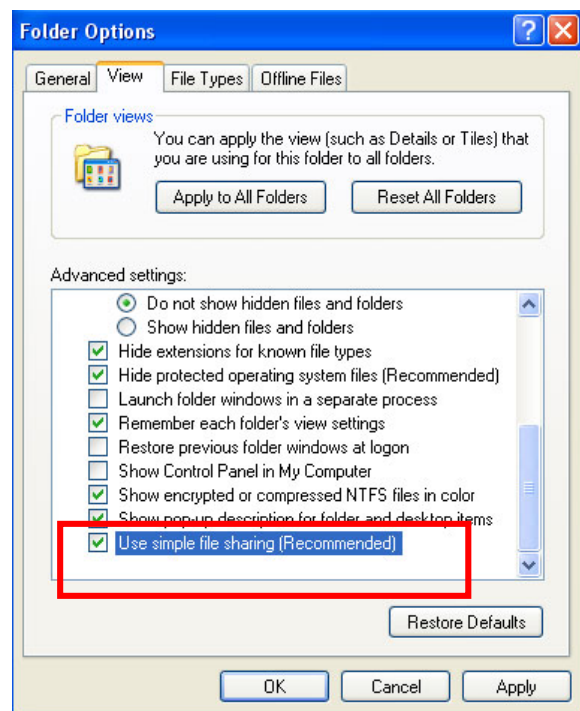
Note

The share folder setup refers to the SMB (Samba) mode network streaming.

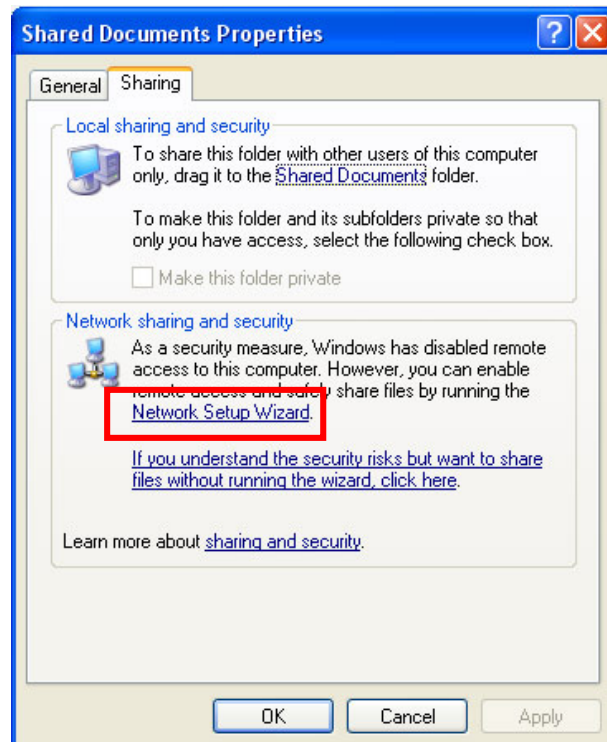
Share folders in Windows XP:

Before you setup share folders, please first open "My Computer" → select "Tools" in the toolbar, then select "Folder Options" → "View" tab.

Please ensure "Use simple file sharing" is selected.



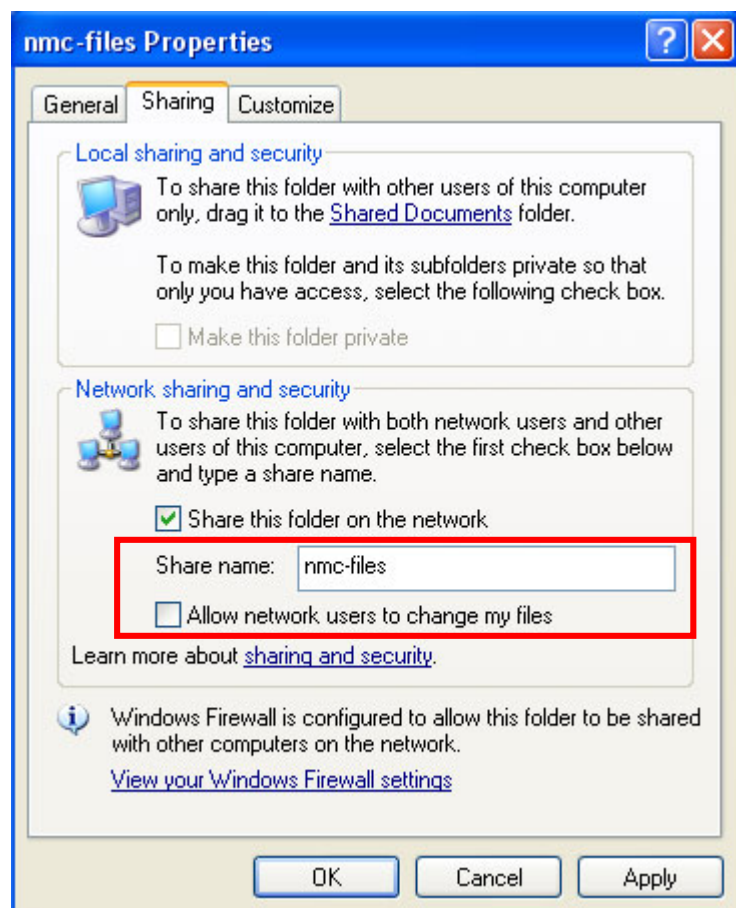
If the "Use simple file sharing" had been selected. When you are setting up the share folder for the first time, please click the "Network Setup Wizard" and follow the Wizard step by step to setup your network.



After setup, please restart your system.

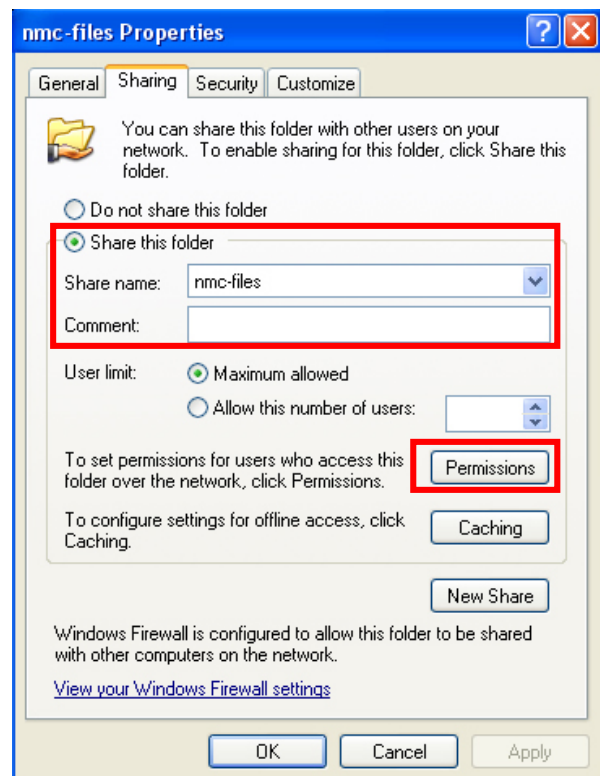
After restart the system, you can select the folder for sharing again. You will find the sharing setup is different. And now you can select to share this folder.

When the folder has been shared, you can see it as the pictures below.

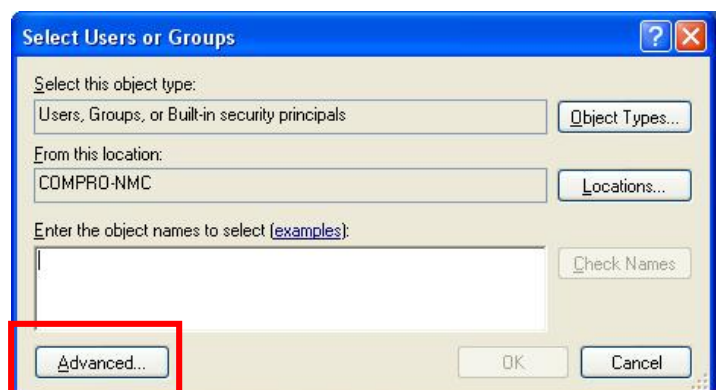
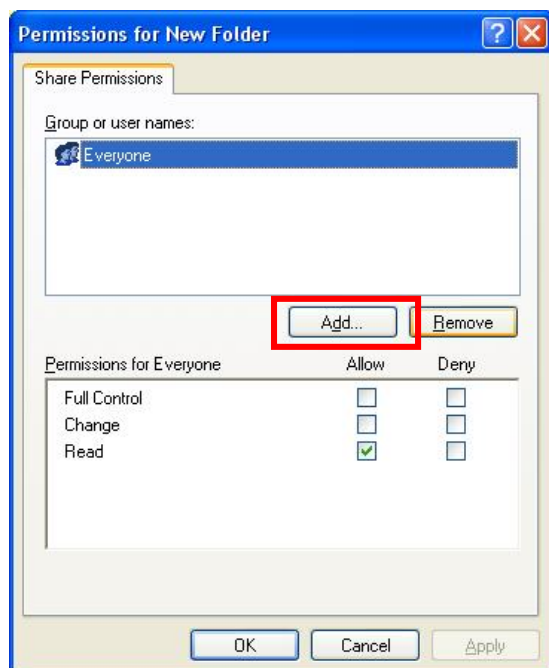


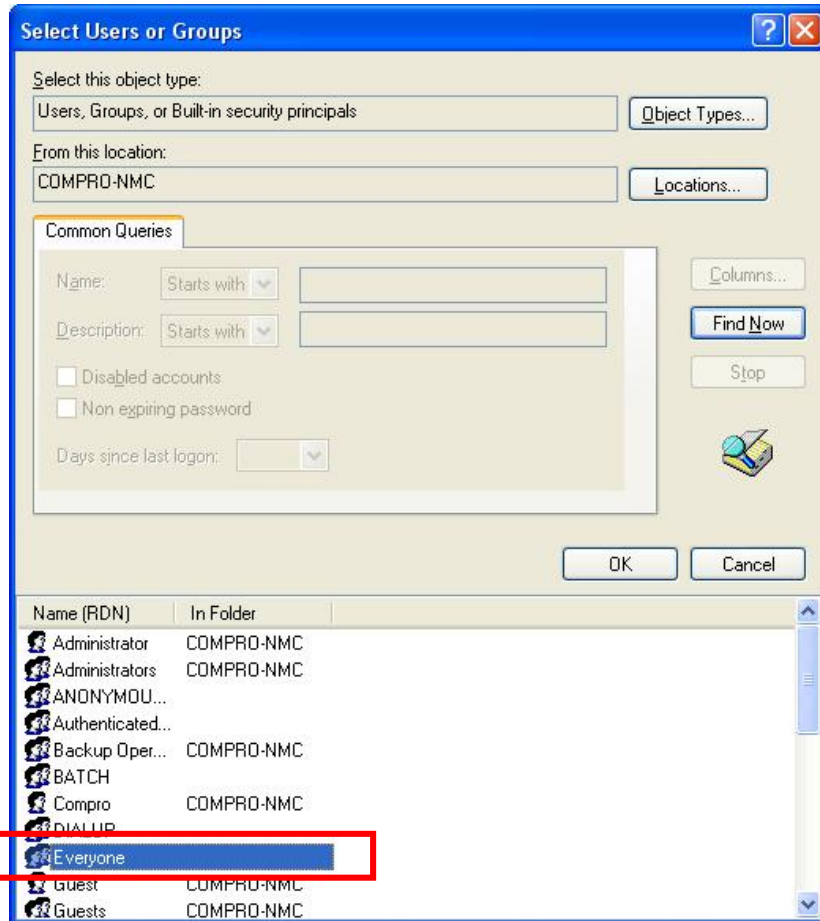
If the "Use simple file sharing" has not been select. When you are the first time to share folder, you will find the sharing properties is different.

Please select "Share this folder"
And check the Permissions is setup to "everyone".



If not, you can add it by click "Add" → "Advanced" → "Find Now", then select "Everyone".

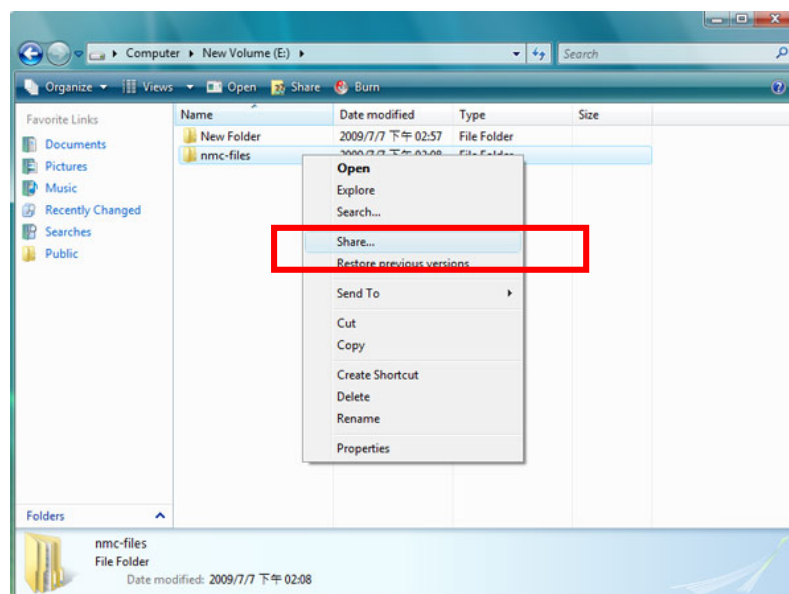




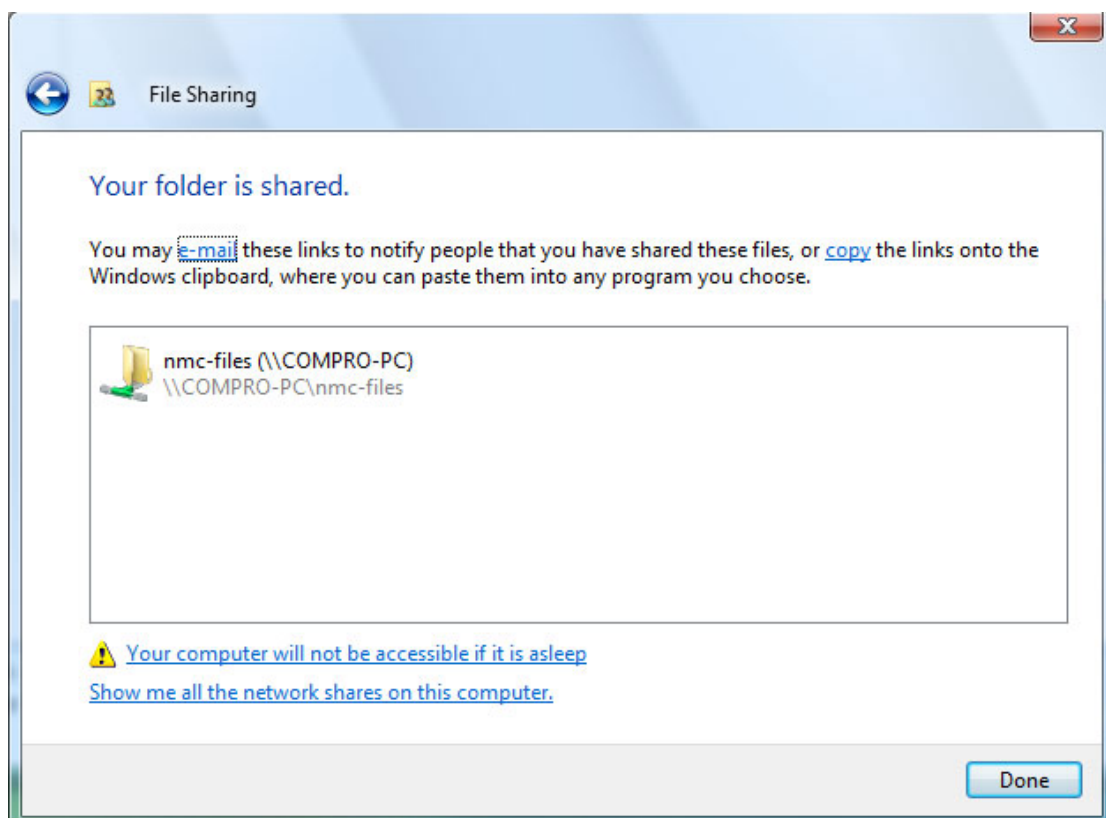
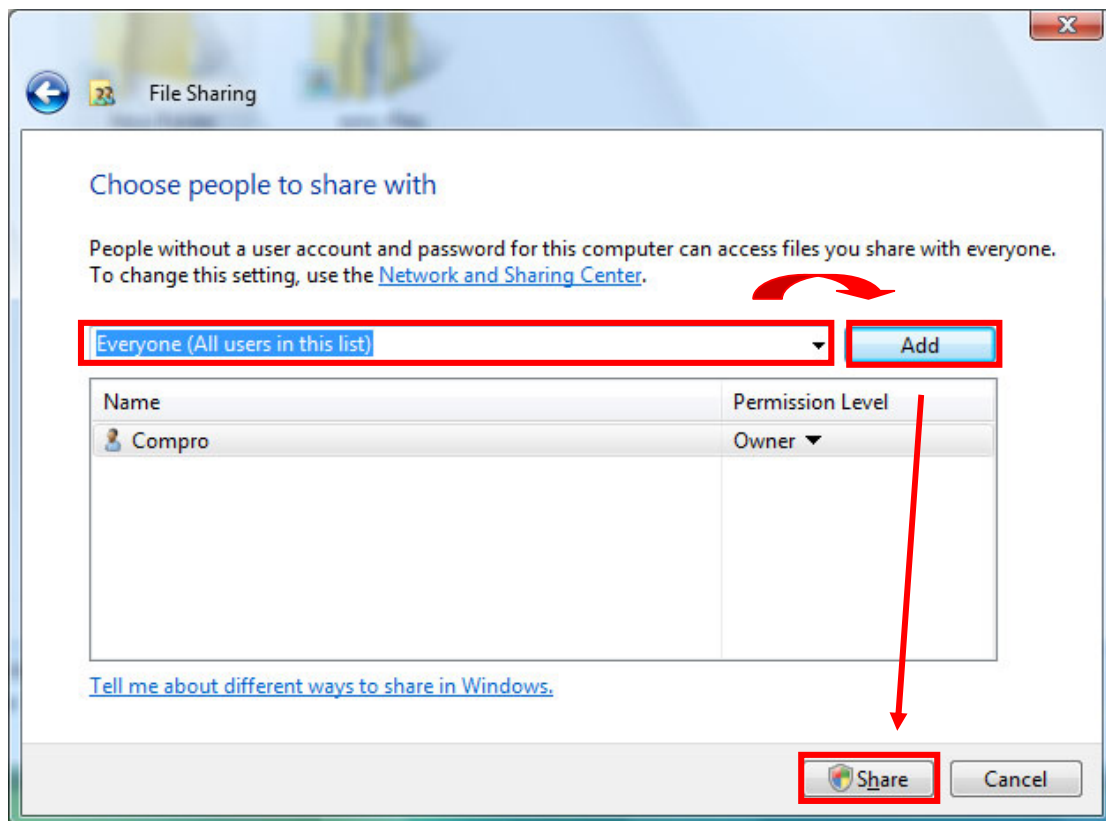
Share folders in Windows Vista:

There are 2 ways you can share the files from PC to Network Media Centre.

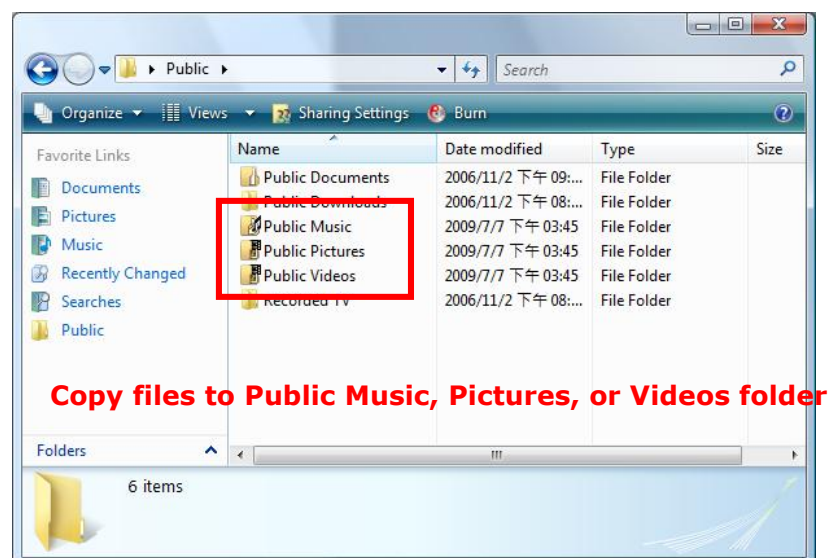
1. Direct share the folder with video/audio/photo files.
Select the folder you wish to share, right-click mouse and select "Share".



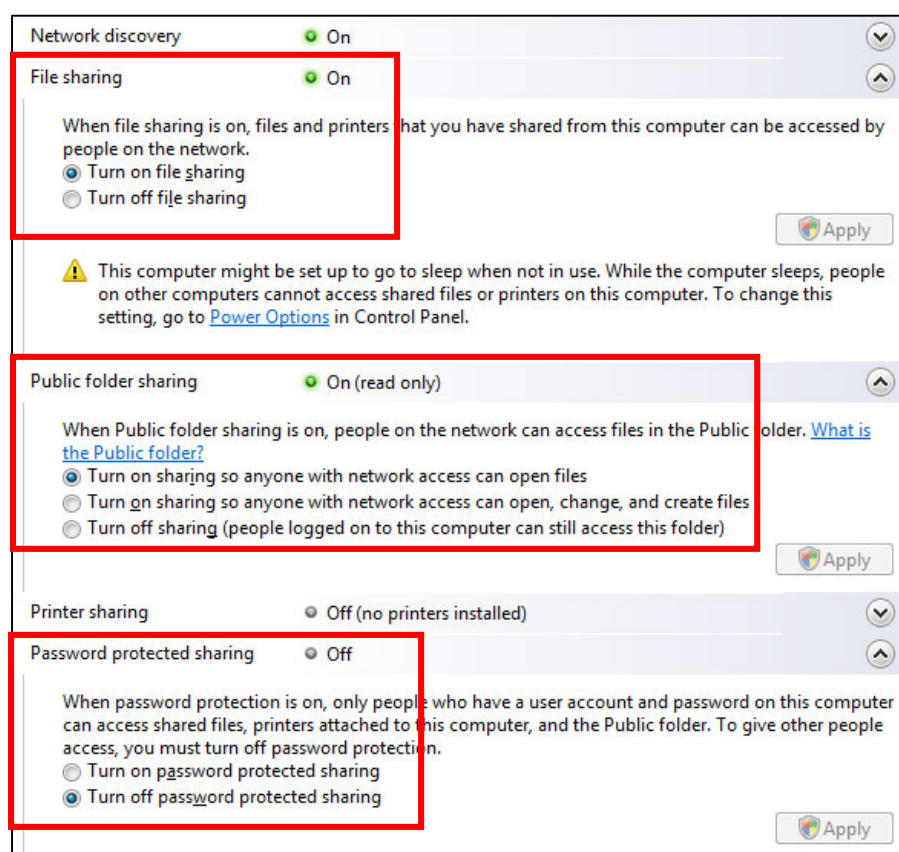
Choose "Everyone (All users in the list)" and press "Add" to add the permitted account to open the folder. Then press the "Share" button to confirm.



2. Copy video/audio/photo files to the Public folder.



After share the folder or copy files to Public folder, please to go "Control Panel" → "Network and Sharing Centre", turn on the "File sharing" (if using share folder) or "Public folder sharing", and turn off the "Password protected sharing" items.

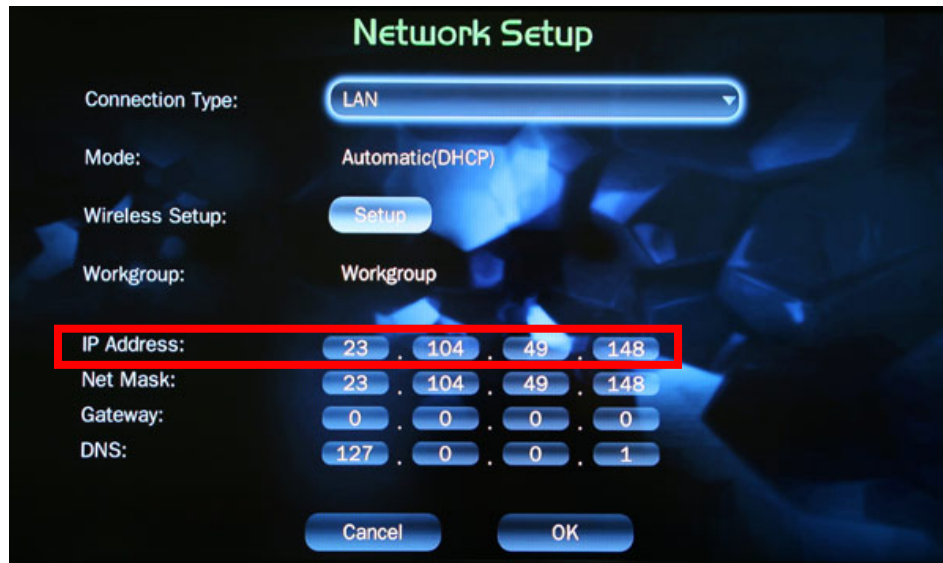


Now you can find the files in your Network Media Centre.

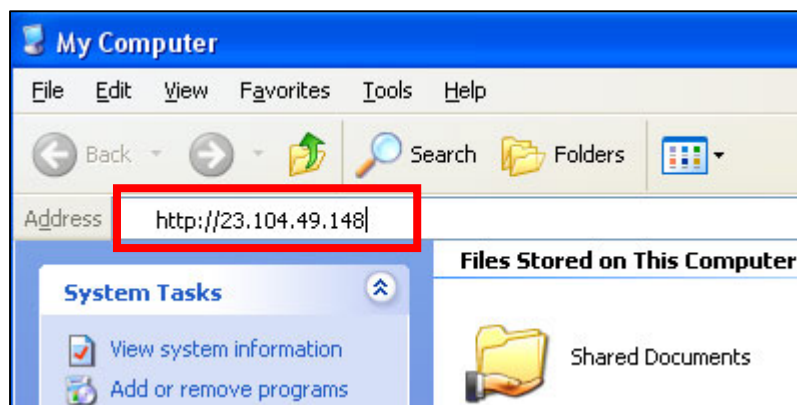
Trouble with Network

1. How do I access the NMC from PC?

Please go to the "Network setup" section, find the IP address



Type the IP address in file explorer to use the HDD on the NMC.



2. Why is my wireless connection slow?

The wireless network connection is primarily tailored towards the internet viewing than HD movie streaming. Please use LAN cable connection or copy the HD movie files to the HDD of Network Media Centre.

3. Can I use both of my wired and wireless network together?

The current configuration is for either wired or wireless, not both.

Video/Audio/Photo Playback, TV, and Misc Issues

1. Why is there no audio?

There are some possible solutions for audio:

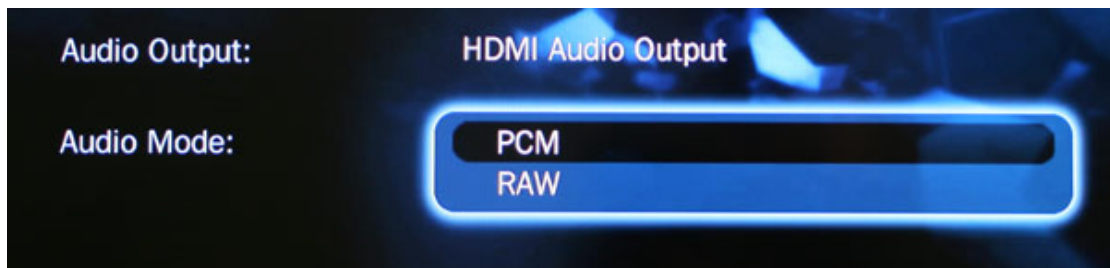
- a. Please check the audio output connector & connection type in the setting



Main Menu → Setup → TV Output Setup



- b. Please check the format of audio, PCM is used for stereo output.



- c. Raw audio mode is generally reserved for users with an external AMP.

2. Why is there no video on the screen?

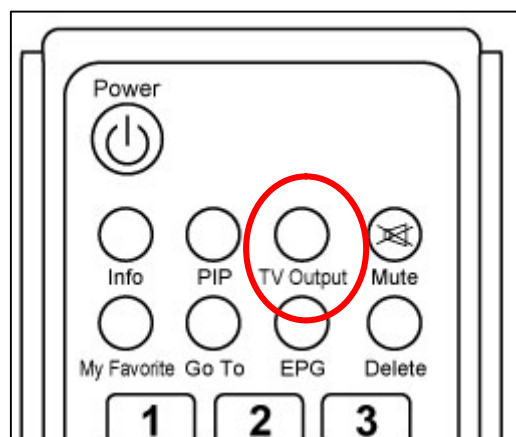
Please check the output format & type, if the connection matches the setting



or HDMI

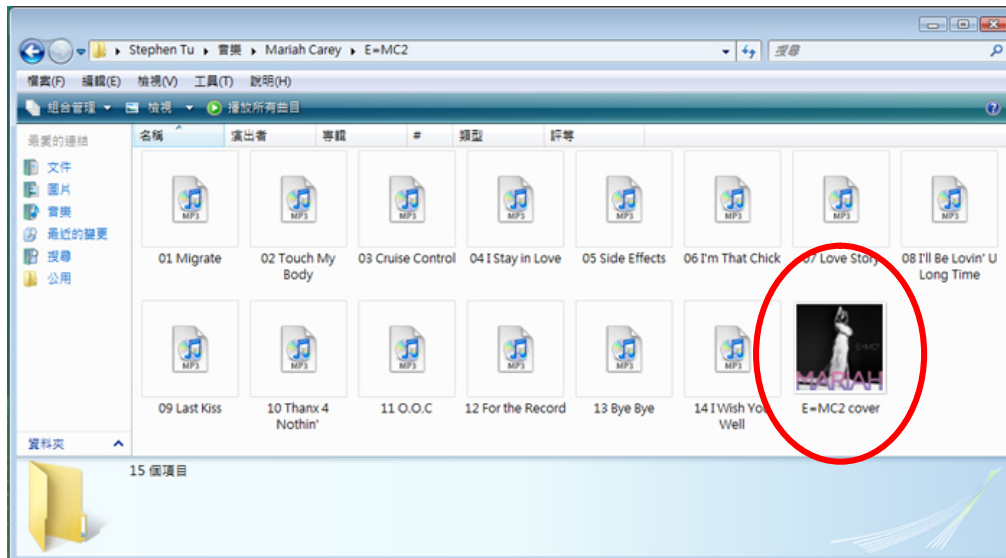


Also, it may be setting to the wrong resolution, you can press the "TV output" on the remote to reset the output to all connectors at 480i.



3. Why is there no album art?

Please check that you've got the album art in the same folder as the MP3.



Note: do not put picture sizes larger than 1MB as the album art as it is not supported.

4. Why is there stutter when streaming 40GB files via the network?

a. It is recommend that you do not stream any files over 30GB for a 2 hour movie. Please copy the files to the internal HDD of Network Media Centre for better playback quality.

b. If you are using wireless, we do not recommend streaming any content over 480p.

5. How do I get the channel guide & Teletext in DVB-T broadcast?

Please press the "enter" key during the viewing of DVB-T channels and follow the on-screen instruction.

